

ABSTRACT

APPARATUS FOR PROCESSING COMMUNICATIONS

Apparatus for processing communications received by a user over a
5 communications link, which communications include identification information,
the apparatus comprising:

- (i) an input for communications;
- (ii) extracting means for extracting identification information associated with
a first communication received at the input;
- 10 (iii) categorising means for categorising the first communication and
recommending an action based on the categorisation;
- (iv) means for monitoring user response to the first communication;
- (v) modifying means for modifying the categorising means in accordance with
a monitored user response to the first communication, such that when a
15 second communication having identifying information matching that of the
first communication is received, the monitored user response is
recommended by the categorising means.

20 Figure (17a)